

MEMORANDUM

To: Mayor and City Council
From: Kimberly Greer, Assistant to the City Manager
Date: April 21, 2014
Subject: **Update on CAD-to-CAD Interface**

BACKGROUND

In October 2011, the Chattahoochee River 911 Authority (ChatComm) began answering and dispatching Dunwoody's 9-1-1 calls. Police service calls constitute approximately 90% of the City's emergency call volume. Since the transition, the average amount of time needed to dispatch police calls has been cut in half, moving from an average of 4 minutes and 33 seconds down to an average of 2 minutes and 13 seconds.

DeKalb County continues to provide fire and emergency medical service to the City including the dispatching of those resources. Since the transition, calls requiring fire or emergency medical service have been transferred using the industry standard, one-button transfer. Fire and emergency medical service calls constitute approximately 10% of the City's emergency call volume or roughly 10 calls per day. The average amount of time needed to transfer calls between the two centers is approximately 90 seconds.

To surpass the industry standard one-button transfer method and eliminate the associated transfer time, staff has been coordinating the development of a Computer Aided Dispatch (CAD)-to-CAD interface to connect ChatComm's CAD system to DeKalb's CAD system. Once completed, this interface will allow the call information for fire and emergency medical service calls to be electronically shared and eliminate the transfer time.

UPDATE

The programming has been completed on all four technical issues and a preliminary center-to-center testing session conducted April 16th showed all four issues are resolved. A final testing session is scheduled for later this week with all the key implementation team members from both 911 centers. Staff is working to coordinate a special called meeting of the ChatComm Technical Advisory Committee and we will move to implementation following the final testing session.

Staff also reached out to eight firms for professional project management of interface project. As requested by Council, staff solicited pricing for a (1) project feasibility analysis, (2) day-to-day project management, and (3) post-implementation on-call assistance.

We received one proposal which suggested the city should abandon its current project and restart with an alternate approach. The proposer chose not to submit any cost information, indicating the need to further time and information to provide a cost estimate.

Staff reached out to several of the other firms that chose not to submit proposals. The firms indicated they were not interested in the project for a number of reasons. Reasons included seeing the project management aspect as too short-term in nature, challenges in budgeting and estimating resources to serve as an "on-call" manager, bandwidth in consideration of



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other current projects, and the challenging aspects to the project such as each CAD vendor being unwilling to allow a third-party to engage in programming.

Staff is working solicit additional feedback in order to re-scope and re-release the request for project management.